**Amended Access Manager**

**Job Description**

**Job Holder:**

**Reports to:**  Timetable and Resource Planning Manager

**Grade:**  PM2D Level 1

**Safety Status:**

**Date version agreed:** October 2020

1. **Job Purpose**

This key role within the Timetable and Resource Planning Team leads the Amended Access Team. The role will oversee the implementation of train plans, working closely with both the Timetable and Resource Planning Manager and the Engineering Access Manager to ensure that WMT produces high performing, compliant, accurate and efficient and revenue generative train plans.

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| **2. Safety Details** |  |
| **A.** This job requires **Security Clearance** (e.g. Running of Special Trains) |  |
| **B.** The job holder is required to hold a relevant **Track Safety** competence (e.g. PTS) |  |
| **C.** This is a **Safety Critical Work Post** |  |
| **D.** This post carries out a specific role, such as Professional Head or Informed Buyer as described in West Midlands Trains **Safety Certification** documents |  |
| **E.** This job **Manages Employees** (undertakes specific tasks indicated in the occupational & operational standards manuals) |  |
| **F.** This job **Manages Locations** (undertakes specific tasks as indicated in the occupational and operational standards manuals) |  |

**3. Dimensions**

This role will have many interfaces both within and outside the business including functions such as Communications, Fleet, Resourcing, Route Control and Network Rail.

**A. Financial:**

Direct influence over the growth of revenue though identification of savings in relation to both Rolling Stock, Resources and revenue earning timetable changes.

**B. Staff:**

6 direct reports.

4 x Timetable and Diagramming Planners

2 x Amended Access Planning Assistants

**C: Others:**

Role contributes to the delivery of franchise obligations.

**4. Principal Accountabilities**

* To form a close working relationship with the Network Rail Capacity Team, including the organisation of regular liaison meetings.
* To effectively lead and manage the 6 direct reports made up of 2 small families to help develop optimum service strategies during planned disruption to deliver the best outcomes in the circumstances for WMT business and its customers. These strategies and outcomes are to be handed over as specifications to the Amended Access Planning Assistants for implementation.
* Regularly monitors performance of amended train plans, and ensures compliance to Informed Traveller timescales.
* To develop full timetable and resource plans for contingency scenarios (e.g. bad weather and strikes) and ensure these plans are agreed both internally and within Network Rail.
* To assist the Amended Access team with practical implementation of timetable plans as and when workload necessitates.
* To manage the DPPP and CPPP Processes from T-26 working closely with the Engineering Access Manager to ensure joined up responses that take cognisance of EAS stage and work taking place on neighbouring routes, assisting with workload in this regard where necessary.
* Processing of any late notice requests for access which are received Post T-18.
* Manage the “Day A for Day B/C” and “P” coding processes where required as a result of industrial action, extreme weather or to mitigate for train crew shortages.
* To attend both internal and external meetings to communicate forthcoming engineering work.
* To undertake any other reasonable duties as required.

**5. Context**

**A: Operating Environment:**

Office Based, 134 Edmund Street, Birmingham

**B: Framework and Boundaries:**

Detailed knowledge of WMT geography and operations

Must understand the principles of the informed traveller process between the TOC and Network Rail

**C: Organisation:**

Please see organisation chart(s) at the end of the document.

**6. Relationships**

**A: Reporting lines**

This position will report directly to the Timetable and Resource Planning Manager.

**B: Other Contacts:**

(i) Within the Company:

Internal Teams to provide governance around proposals around amended timetables and communication plans within the wider business.

(ii) Outside the Company:

Network Rail

**7. Knowledge and Experience**

* Educated to Degree level or equivalent level of experience.
* Computer literacy in common applications such as Word and Excel. Knowledge of a Train Planning system and TRUST is desirable.
* Detailed knowledge of industry timetable planning processes and timescales.
* A good knowledge or WMT geography, the services which WMT run and the Rolling Stock operated by WMT.
* An excellent people manager that is able to demonstrate success in leading a team.
* A good team player with the ability to work flexibly, to strict timescales, demonstrates attention to detail and works well under a high degree of pressure.
* Willingness to travel from time to time in order to maintain excellent working relationships with the rest of the business and to see on the ground the execution of amended plans at delivery in order to improve on future plans.

**8. Job Challenge(s):**

*(Describe the most challenging or complex parts of the job)*

Delivering quality plans to timescales that work for the wider business and the customer is key for this role. The ability to lead and manage the Amended Access Team working to ensure thatall team members have the correct level of skills and knowledge to undertake their roles confidently.

**9. Additional Information**

The Amended Access Manager role is a very busy role, not only will the successful post holder lead and manage a team of 6, but also ensure that everybody in that team is aware of what is required from them. Therefore, it is necessary that the post holder is a good communicator who is able to think on their feet and work closely with Network Rail to delivery to Informed Traveller timescales.

**10. Sign off**

**Job Holder:……………………………………………….. Date:………………..**

**Manager:………………………………………………….. Date:………………..**

**Nominated Deputies**

Where a post undertakes the role of Professional Head or Informed Buyer or manages Safety Critical staff a Nominated Deputy must be identified. The job holder must ensure that the Nominated Deputy receives a copy of, and is briefed on, this Job Description.

**Job title of**

**Nominated Deputy: ……………………………………………………………....**

**Name of**

**Nominated Deputy: ……………………………………………………………….**

**Signature of**

**Nominated Deputy: ……………………………………………………………….**

**Date: ………………………………………………………………………………….**

As the Nominated Deputy for this post, I confirm that I have been briefed on the requirements of this job.

**Safety & Environmental Safety Responsibility Statement**

It is the line manager’s responsibility to ensure that the post holder is fully briefed and responsibilities are clearly understood by the post holder.

This statement must be amended and accepted:

1. Wherever responsibilities are changed;
2. In response to an accident or incident;
3. In response to external changes to Health and Safety and Environmental Legislation; *and/or*
4. Following annual review.

**General Responsibilities**

Overarching Safety and Environmental Responsibilities are as follows:

1. You must take reasonable care for your own health and safety and of persons who may be affected by your acts or omissions at work;
2. You must co-operate on matters regarding safety and health;
3. You must not interfere with anything provided in the interest of health and safety – for example override safety features of equipment;
4. You must follow the training you have received when using any work items your employer has given you;
5. Tell someone (your employer, supervisor or health and safety representative) if you think the work or inadequate precautions are putting anyone’s health and safety at serious risk;
6. You must support the business in achieving its objectives laid out in its latest Environment & Energy Policy.

Further Safety and Responsibilities that apply to all London Midland employees are set out below, in sections which correspond with the London Midland Safety Management system.

You must take reasonable care for your own health and safety, and of persons who may be affected by your acts or omissions at work.

1. **Policy, Leadership and Resourcing**
   1. You must understand and comply with the Refusal to work on the grounds of health and safety policy.
   2. You are responsible for attending the following safety and / or environmental related meetings:

E.g. Sustainability Action Group, SEMG

List meetings here

☐ None apply

* 1. You must comply with the West Midland Trains policy on the use of mobile phones when driving on company business.

1. **Employee training**
   1. You must attend the necessary safety and/or environment training courses within 3 months of appointment (or as soon as practicable thereafter).
2. **Planned Inspections**
   1. You must comply with the procedures which exist to remedy substandard acts and conditions found in the workplace.
3. **Accident and incident investigation**
   1. You must ensure that all personal accidents and near misses are reported to your supervisor or Control as detailed on the health and safety notice board.
   2. You must ensure that all personal accidents are reported and investigated as detailed in the Accident/Incident Reporting and Investigation standard.
4. **Emergency planning and Security**
   1. When working at static locations you must ensure that you understand the local emergency plan at each location at which you are required to work. Local emergency plans are detailed on safety notice boards.
   2. You must understand and comply with your obligations regarding security checks, suspect packages, bomb threats and explosions as detailed in the Occupational Standards Manual.
5. **Rules Competencies, Permits and Licences**
   1. You will receive an assessment of competence in the rules, regulations and instructions which apply to your post. The initial and subsequent assessments will be given by qualified trainers/assessors. Competence processes will lead to certification. You must ensure that you maintain your own competence in rules, regulations and instructions for the post that you hold.
   2. You must be in possession of the necessary publications, as detailed by your manager or supervisor before you take up your post.
   3. You may be required to drive motor vehicles owned, hired, or leased by West Midland Trains. You must not do so unless in possession of a valid license appropriate to the vehicle being driven. You must be insured to use that vehicle and fully comply with the Authority to Drive procedures, carrying the appropriate authority card.
6. **Communications**
   1. You must ensure that you attend regular briefings which cover safety and environmental issues.
   2. You must attend any local job induction training session on your first day at a new location.
7. **Auditing and safety Check**
   1. You must ensure that substandard conditions found by you in workplaces are reported to the appropriate line manager or Control without delay.
   2. You must ensure that any practices undertaken that do not align to current policies or standards are reported to your Line Manager or Control without delay.
8. **Promotion of Environment & Safety Issues**
   1. You must ensure that you are aware of the location and are familiar with the contents of the safety and environment notice board.
9. **Health Controls**
   1. You must understand and comply with the alcohol and drugs policy as detailed in OCC-205 Alcohol and Drugs and other policy documents.
   2. You must understand and comply with the standard for Control Of Substances Hazardous to Health (COSHH).
   3. You must understand and comply with the standard for Control of Asbestos.
   4. You must understand and comply with company standards for management of cases of occupational ill health.
   5. You must understand and comply with the standard for Staff Care and Support System (SCASS).
10. **Personal Protective Equipment (PPE)**
    1. You are responsible for wearing the required PPE as directed by the local manager or supervisor when visiting locations where it is required.
    2. You will be issued with PPE on a personal basis.
11. **Purchasing, Procurement and Management of Contractors**
    1. You must understand and comply with the company standards for purchasing, procurement and stores provision as produced by the Head of Procurement.
    2. You must understand and comply with the company standard for managing contractors.
12. **Environment**
    1. Where your role has an impact on the Environment you must ensure that you are familiar with the contents of all relevant Environmental standards, including but not limited to the Environmental & Energy Management System Manual.

**Specific Responsibilities**

Your specific safety and environmental responsibilities are set out below, in sections which correspond with the safety management system.

**Safety Responsibility Statement Acceptance**

I acknowledge the receipt of the job description and statement of the safety and environment responsibilities associated with my post. I understand these responsibilities, which have been explained to me. Training needs have been identified and agreed.

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| Signed: |  | Job title: |  |
| Name: |  | Location: |  |
| Date: |  |  |  |

I have explained the Safety and Environmental Responsibilities associated with the role of *(insert role title)* to the role holder and am satisfied that they understand these responsibilities. Training needs have been identified and timescales for such training have been identified.

|  |  |  |  |
| --- | --- | --- | --- |
| Signed: |  | Job title: |  |
| Name: |  | Location: |  |
| Date: |  |  |  |

**Review**

This statement will be reviewed annually.

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| --- | --- | --- | --- | --- | --- | --- |
| Date Due: |  | Date Reviewed: |  | Post Holder Signature: |  | Line Manager Signature: |
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